

**FEATURING BEST PRACTICES
OF STATE AGENCIES AND INSTITUTIONS OF THE
COMMONWEALTH OF VIRGINIA**

**Workforce Development - Assessment of Specific Job
Skills and Individual Skills, and Targeted Skills
Training**

Regional *Work Keys* Service Center

New River Community College
implemented this best practice
in November 1998

*Qualifying under the
Best Practices catalogue*

3 Provide Capabilities
33 Provide administrative support services
336 Provide personnel services

**Best Practice Summary
(how it works, how you measure it)**

Work Keys is a national system for documenting and improving workplace skills. It benefits individuals, businesses, and educators to improve the overall quality of the workforce in the College's service region. The **Work Keys** Center at New River Community College (NRCC) offers a complete spectrum of job analysis (job profiling), assessment, reporting, and training services. The delivery of services is built around a common skill scale that accurately measures both the skills of individuals and the competency levels required for successful job performance.

Impact on the Process Organizational Performance (OUTCOMES)

Through the efforts of the Regional *Work Keys* Service Center the College has conducted 32 profiles, inclusive of 11 replications, administered 5,418 assessments, and provided seven skills gap, targeted, training sessions. To date, the Center has served 1,789 individuals and eleven employers in the New River Valley.

Best Practice Qualification

NRCC's customers use *Work Keys* to assess their incoming and current workforce. Many businesses and industries in the New River Valley are repeat customers, which have improved their employee selection and advancement procedures by using the services of the Regional Work Keys Service Center.

For Additional Information

New River Community College
P. O. Box 1127
Dublin, VA 24084

Patricia B. Ryan
(540) 674-3600, extension 4352
NRRYANP@nr.cc.va.us

Jack M. Lewis
(540) 674-3631
NRLEWIJ@nr.cc.va.us